

POSITION DESCRIPTION

WEST BEACH PARKS

Position Description

ADMINISTRATION SUPPORT OFFICER – RECEPTION AND CORPORATE SERVICES

POSITION

Position Title:	Administration Support Officer – Reception and Corporate Services
Department:	Operations
Responsible To:	Asset and Infrastructure Manager
Classification Level:	2

POSITION PURPOSE

Primary Purpose of Role:	This Administration Support Officer is responsible for providing an efficient and effective reception facility and administration support at West Beach Parks (WBP) Corporate Services office and Sports Hub.
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ABOUT WEST BEACH PARKS

Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

Our Purpose:

To care for and enhance West Beach Parks for current and future generations

Strategic Priorities:



Our Destination: *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



Our Community: *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



Our Environment: *We will ensure that environmental sustainability is at the heart of everything we do*



Our People, Our Business

We will invest in our people and our business, and ensure long-term financial sustainability

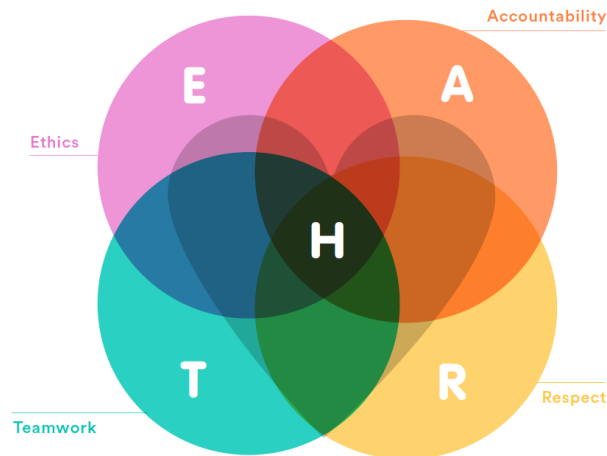


Our Values

HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



ETHICS

We do the right thing

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

ACCOUNTABILITY

We own our actions and behave responsibly

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

RESPECT

For our visitors, each other and our environment

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

TEAMWORK

We work together to create and deliver a great visitor experience

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
Reception Support	- Attend the Corporate Service/Sports Hub Reception desk and respond to internal and external customers in a friendly, efficient and professional manner. - Ensure all visitors sign into the online induction system and receive access passes, prior to entering the premises. - Assist and direct enquiries to the appropriate area and person within WBP, and to tenants of the Sports Hub. - Ensure all courier deliveries are accepted and delivered to the correct location, and coordinate couriers on behalf of WBP and tenants of the Sports Hub. - Answer all incoming telephone calls and emails in a prompt, courteous and professional manner, and direct to the appropriate WBP team member or tenant of the Sports Hub. - Manage all meeting room bookings across the Sports Hub and HQ, and ensure meeting rooms are set up for all booked meetings. - Manage Pool Car Use Logbook and management of the vehicle keys. - Collect, frank, record and disburse all inwards and outwards mail. - Register and distribute guest mail. - Undertake twice weekly mail runs to all business units (including the Golf Pro Shop, The Retreat and The Holiday Park). - Order and collect milk for staff use at HQ. - Complete any other reception support related tasks as directed.	- Telephone calls answered within expected timeframe. - Nil complaints. - Positive feedback from Sports Hub tenants regarding provision of reception service. - Demonstrates ability to direct enquiries and assist visitors in an efficient, friendly and respectful manner.
Administrative Support	- Coordinate and process departmental invoices and purchase orders within PW-Web including reviewing of service documents. - Provide a range of clerical, administrative and project related support as required. - Coordinate and monitor all Maintenance enquiries and allocate to the Hardcat system. - Coordinate the compliance maintenance register and update as appropriate within Hardcat. - Assist the Contract and Leasing Manager and Asset and Infrastructure Manager on procurement and contract administration duties. - Order and maintain stationery items. - Coordinate, process and distribute WBP Boat Permits and process payments. - Assist with process, payments and distribution of WBP Stored Vans site Agreements.	- Provides and maintains quality and accurate documents/ spreadsheets. - Completes tasks within expected timeframes. - Demonstrates ability to prioritise and manage time effectively. - High quality delivery of clerical, administrative and project tasks. - Demonstrates strong and effective communication skills. - No adverse impact on others. - Nil complaints.



Key Result Areas	Responsibilities	Measures
Administration Support continued	- Coordinate and distribute daily guest feedback, weekly golf surveys and monthly guest feedback summary to the Executive Team and any other key stakeholders as required. - Distribute Weekend Information to Managers on Duty. - Assist with the coordination of staff events. - Update and disseminate the WBP Communication Directory, as required. - Organise any printing requirements as directed e.g. business cards, WBP envelopes etc. - Complete any other administration related tasks and project work as directed by the Asset and Infrastructure Manager, the Contract and Leasing Manager and/or Executive Management.	
Customer Service	- Provide an interface between the public, stakeholders, clients and guests of WBP in a friendly, cooperative and professional manner. - Refer documentation to appropriate office personnel for response. - Follow up outstanding matters and provide timely feedback. - Ensure advice is accurate, credible and useful. - Establish and monitor structures, systems and standards that ensure high levels of client satisfaction are achieved.	- Demonstrates strong and effective communication skills. - No adverse impact on others. - Nil complaints.
Work Health and Safety	- Take reasonable care for own health and safety and that of others whilst at work. - Promote health and safety awareness by setting a good example. - Comply with all WBP WHS policies, procedures, work instructions etc. - Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others. - Not perform any procedure or task unless you have received appropriate training and instruction. - Use safety devices and personal protective equipment (PPE) correctly and in accordance with procedures/work instructions. - Report potential and actual hazards. - Report any near miss, accident or injury you sustain at work or outside of work. - Keep work areas in a safe condition, ensure good housekeeping and safe access and egress. - Participate in consultation regarding WHS. - Complete all required WHS training. - Complete the quarterly Sports Hub Hazard Inspection Checklist.	- Demonstrates safe work practices. - Policies, procedures and work instructions compliance. - All WHS training completed by the required deadline. - Correct use of all safety devices and protective equipment. - Correct reporting system is used to report potential and actual hazards. - Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work. - Participates in keeping work areas in a safe condition, good housekeeping and safe access and egress. - Quarterly Hazard Inspection completed by the required deadline.



POSITION COMPETENCY

Area	Measures
Customer Experience	I demonstrate the ability to communicate in a customer focused manner, understand the customers' needs, and ensure they are met in line with WBP Customer Experience (CX) Promise: - Honest, reliable and authentic. - People are not numbers. - Listen and act. - Go above and beyond. - Make it easy. - Communicate, communicate, communicate.
Achievement Orientation	I enjoy achieving required results for all tasks. I approach new challenges with a confident "can do" attitude. I guide my own actions and approaches to task achievement. I show pride when standards are met. I prioritise and adhere to agreed timings.
Continuous Improvement	I demonstrate the ability to maintain effective processes and systems with a commitment to continuous improvement.

POSITION SELECTION CRITERIA

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

Type	Description	Criteria
Qualifications:	▪ Current Police Clearance ▪ Current Australian Driver's Licence ▪ Completion of Year 12 or Certificate II	Essential
Experience:	▪ 2 years (+) experience in an administration role	Essential



Type	Description	Criteria
Skills & Knowledge:	▪ Good oral communication skills including an ability to provide effective and appropriate advice and information to a variety of people and to use discretion with confidential information. ▪ Efficient computer skills including Microsoft Word, Excel, electronic mail and the Internet. ▪ Excellent telephone manner and confidence in switchboard operation. ▪ Good interpersonal skills. ▪ Ability to effectively follow direction and meet required quality of work and timeframes.	Essential

POSITION RESOURCES & BUDGET

No. of Staff Reporting to Position:	Nil
Financial Delegation (\$):	Nil
Special Conditions:	▪ The incumbent is required to adhere to the Guidelines for Ethical Conduct set out in the Code of Ethics for the South Australian Public Sector which describes responsibilities for all Public Sector Act employees in relation to matters including confidentiality, disclosure of information, impartiality and conflict of interest. ▪ The incumbent will be required to: ○ achieve performance targets that are negotiated and mutually agreed with the Asset and Infrastructure Manager, and ○ complete other ad hoc tasks as delegated by the Asset and Infrastructure Manager, the Contract and Leasing Manager or Executive Management.

POSITION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name:	
Signature:	
Date:	